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NEIFELD DOCKET NO: PIP-81-TRAU-US  
PRIOR ATTORNEY DOCKET NO: 47128-00011USPT

IN THE UNITED STATES PATENT & TRADEMARK OFFICE

IN RE APPLICATION OF: Trauth et al.

CONFIRMATION NO. 5918

US APPLICATION NO: 09/998,941

DATE OF ENTRY INTO THE NATIONAL STAGE: 11/15/01

GROUP ART UNIT: 3623

EXAMINER: Irshadullah

TITLE: Customer Complaint Alert System and Method

**RECEIVED**  
MAY - 5 2004  
**GROUP 3600**

ASSISTANT COMMISSIONER FOR PATENTS

ALEXANDRIA, VA 22313

37 CFR 1.113 PRELIMINARY AMENDMENT

Sir:

In response to the Office Action mailed February 2, 2004, and in connection with the RCE filed herewith, please amend this application as follows.

**Amendments to the Claims** are reflected in the listing of claims which begin on page 2 of this paper.

**Remarks/Arguments** begin on page 9 of this paper.

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04 FC:1202

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